

Percona Expertise Helps Power Home Remodeling Maximize the Power of Its Data



About the company

[Power Home Remodeling \(Power\)](#) is the largest full-service exterior home remodeling company in the United States, with 16 offices nationwide and more than \$720 million in annual revenue. The company relies on a large field-based workforce for the products and services it offers, which include window, door, and roofing replacements, vinyl siding, attic insulation, and residential solar energy systems. Power connects with homeowners through retail locations and special events, then meets with them in-home to educate them on the remodeling options that will make their home everything they had dreamed it would be.

“Percona has been a valuable partner to our development team over the past five years. The levels of support and service have been unmatched and are the standard we use when evaluating other vendor relationships.”

Ben Klang,
VP of Business Technology,
Power Home Remodeling

The challenge

To support the company's rapid growth and expanding geographic footprint, Power required a single system to manage its business and data processes in a manageable and cost-effective way. Database administration (DBA) is a highly specialized skill, requiring significant experience and knowledge. To provide additional support in this area to Power's in-house Business Technology team, the company needed a partner with experienced MySQL database administrators.

The solution

Power developed Nitro, a proprietary enterprise platform, using Percona Server for MySQL as the system of record. Nitro is considered the “digital backbone” of the business and fuels nearly every aspect of Power's operations — from talent acquisition and HR, to accounting and finance, and all internal employee communications. Nitro manages the appointment confirmation process, selects which remodeling consultants will visit the homeowner, and manages the estimate process, which is delivered using an iPad application. Nitro is used to transmit orders to Power's manufacturing partners, submit financing applications to banks, and schedule and manage the installation. Across Power's 16 territories, employees can access the company's leaderboards, which show each department's top performers. Nitro is constantly expanding and evolving with further development by Power's Business Technology department.

A key advantage of having a single system like Nitro is that all data housed within it is cross-referenceable and relatable, enabling smooth operations and deep business insight. Additionally, because Power's Business Technology department was responsible for its configuration, Nitro and all applications housed within it have been built to the exact specification of the employees who would be using them. However, a consequence of this is that the performance and reliability of the production MySQL database is critical to every aspect of the business.

Key benefits

Partnering with Percona has delivered two key benefits: DBA services, including 24/7 monitoring, to keep the database running optimally, and immediate access to Percona experts if something does go wrong. When an issue with Power's database arises, they know a Percona consultant is standing by to help via real-time chat. When necessary, a Percona engineer joins Power's incident response team via a video conference, making Percona an extension of Power's internal processes and providing real-time insight into what is happening in the database.

Percona helps Power Home Remodeling:

- Ensure database performance, availability, and scalability across multiple data centers
- Keep the database operating at peak performance 24/7
- Respond quickly to resolve any issues that arise

Technologies and services used

Percona Server for MySQL provides high performance, availability, and scalability

Percona Server for MySQL is a free, fully compatible, enhanced, and open source drop-in replacement for any MySQL database. It is trusted by thousands of enterprises to provide better performance and concurrency for their most demanding workloads, while providing availability and scalability, enhanced backups, and increased visibility.

"We operate two on-premises data centers, one at our HQ and one at an alternate site," said Klang. "Percona Server's support for a clustered environment has ensured a highly available and scalable system."

Percona DBA Service enables databases to operate at peak performance

Percona DBA Service is a flexible, managed database service that delivers world-class, enterprise-grade expertise across a variety of high-performance enterprise database environments.

Klang added: "Because Percona proactively keeps our MySQL database performing at peak capacity at all times, our developers are free to focus on innovating and delivering reliable applications, essentially treating the database as an appliance."

Percona database consultants rapidly respond to resolve database issues

With decades of experience solving complex database performance issues and design challenges, Percona consultants have worked remotely and on-site with more than 3,000 clients.

"The Percona track record when it comes to response time is outstanding, as is the quality of the consultants who come to our aid," said Klang.